

UCI 2017 - UC Irvine Office of Information Technology Customer Satisfaction Survey

Transportation and Distribution Services IT

The Transportation and Distribution Services IT team develops and maintains a range of tools and systems for managing parking, sustainable transportation, campus mail and more UCI.

2017
78
respondents

Strengths

- Understands My Needs and Requirements
- Collaborates
- Effective Communications

2016
50 respondents

Opportunities

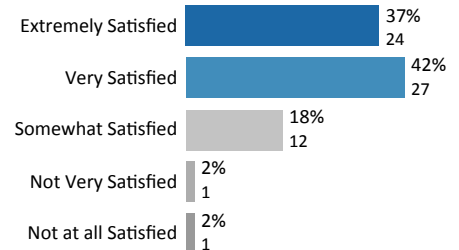
- Moving in a Positive Direction
- Resolves Problems Effectively
- Effectively Uses Websites, Online Documentation

Overall Satisfaction

Thinking of your OVERALL experience with this department, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

4.11
mean

Standard Deviation
0.86



Mean Scores **Below 3.00 - Low** | **3.00 to 3.59 - Marginal** | **3.60 to 4.29 - Good** | **4.30 & above - Excellent** Mean Score

#	Question	2016	2017	Chg from 2016 to 2017
1	Thinking about your OVERALL experience with Transportation and Distribution Services IT support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	4.30	4.11	↓
2	Understanding my needs and requirements	4.30	4.16	↓
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.29	4.16	↓
4	Resolving problems effectively	4.41	4.08	↓
5	Providing effective online documentation and service information	4.20	4.15	↓
6	Making changes in a direction that better meets my needs	4.18	4.07	↓
7	Transportation and Distribution Services IT collaborates to meet user training needs on supported applications	4.31	4.20	↓
8	Transportation and Distribution Services IT communicates changes, new features and planned/unplanned down-time affecting supported applications	4.33	4.18	↓

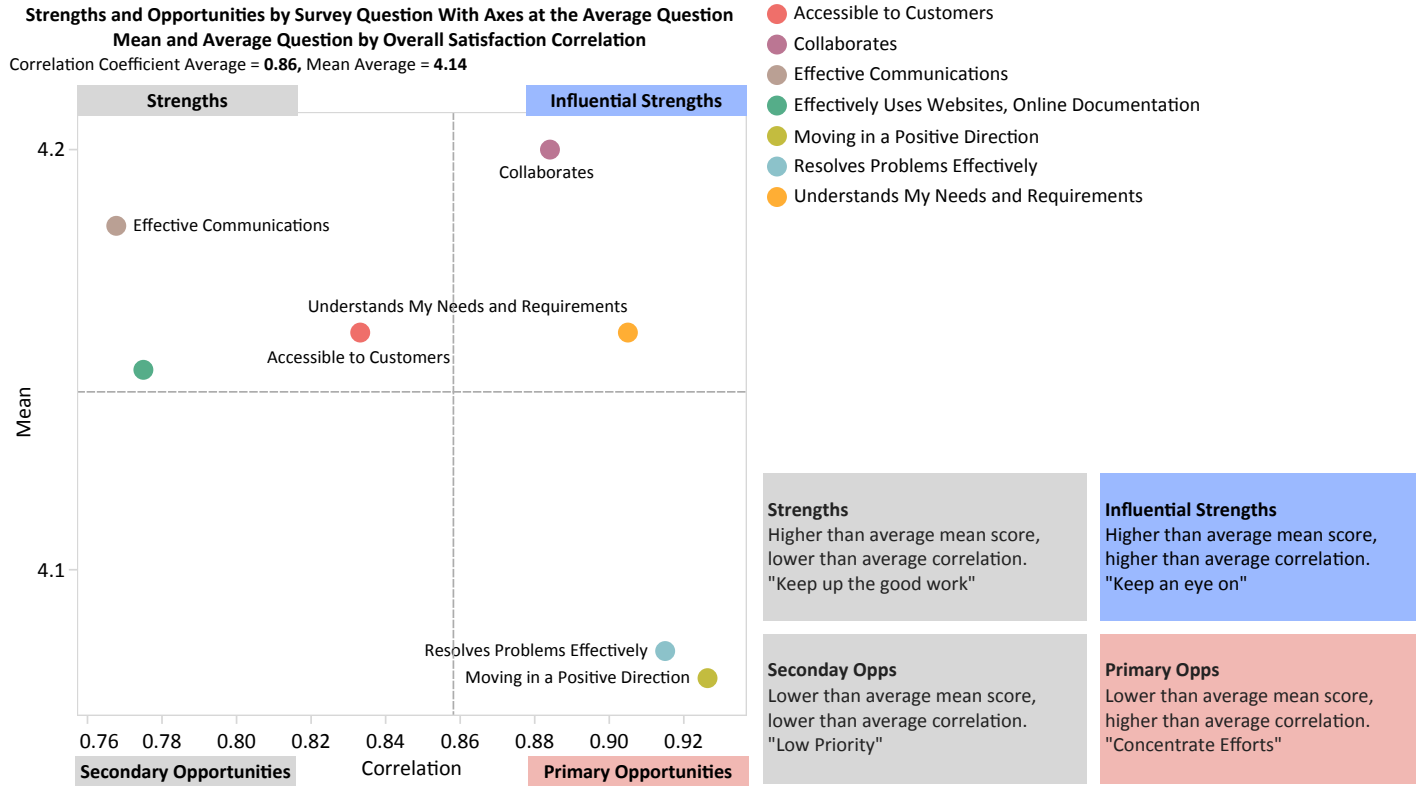
Background

★ Change from 2016 to 2017 is statistically significant

Change of 0.09 or greater

- 2017 was the second annual Information Technology Customer Satisfaction Survey
- 9,337 - 4,826 Academic Personnel/Faculty and 4,511 Staff were invited to take the survey; 1,430 (15%) responded
- Survey Period: October 3 to October 27, 2017
- 27 Support Groups and 87 IT system items were rated; Users provided computer usage info in the Technology Used section
- Up to 8 standard satisfaction questions were asked in each survey area
- One verbatim comment box each for the 27 OIT support groups and one each for the IT system satisfaction items

The Transportation and Distribution Services IT team develops and maintains a range of tools and systems for managing parking, sustainable transportation, campus mail and more UCI.



List of Strengths & Opportunities by Question ST - Strength | IS - Influential Strength | PO - Primary Opportunity | SO - Secondary Opportunity

#	Question	Mean	Corr	Str/Opps
2	Understanding my needs and requirements	4.16	0.91	IS
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.16	0.83	ST
4	Resolving problems effectively	4.08	0.91	PO
5	Providing effective online documentation and service information	4.15	0.77	ST
6	Making changes in a direction that better meets my needs	4.07	0.93	PO
7	Transportation and Distribution Services IT collaborates to meet user training needs on supported applications	4.20	0.88	IS
8	Transportation and Distribution Services IT communicates changes, new features and planned/unplanned down-time affecting supported applications	4.18	0.77	ST



Satisfaction Mean Scores by Classification Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

Classification	Overall	Understands	Accessible	Resolves	Website	PosDir	Collaborates	Communicates
Faculty	3.95 (23)	3.94 (23)	3.94 (23)	3.83 (23)	3.89 (23)	3.94 (23)	4.13 (23)	4.13 (23)
Staff	4.17 (55)	4.24 (55)	4.24 (55)	4.18 (55)	4.26 (55)	4.13 (55)	4.23 (55)	4.21 (55)

Number of respondents in parenthesis: (N). N not shown when # of responses is less than 5